

# INTERNSHIP OPPORTUNITY

## CUSTOMER SERVICE



**HENG RUI DA**  
— 恒 瑞 达 —

Type of Vacancy : Internship

Preferred education level (s) : Diploma

Preferred Major (s) : Art & Design, Business, Mass communication

### Organization details :

Company : HENG RUI DA (M) SDN BHD  
Website : <https://www.hengruida.com.my/zh/>  
Address : 2, JALAN SC 8, TAMAN PERINDUSTRIAN SG CHUA

### Job Responsibility :

1. Handle customer inquiries via phone, WhatsApp, email or social media
2. Process orders and follow up on delivery status
3. Resolve customer complaints in a professional manner
4. Coordinate with sales, warehouse and logistics team
5. Maintain accurate customer records
6. Provide after-sales support

### Job Requirements and Qualifications :

1. Good communication skills (English & Bahasa Malaysia; Mandarin is necessary)
2. Basic computer skills (Microsoft Office)
3. Responsible and able to work independently

**Benefits : -**

### Person-in-charge :

Name : MONISE  
Contact No. : 011-5358 2088  
Email : [monise.hrd@gmail.com](mailto:monise.hrd@gmail.com)



Food Safety First,  
Delivery at Its Best!

# BUSINESS COMPANY PROFILE



**HENG RUI DA**  
恒瑞达

## Convenient

The refrigerated food market is growing steadily, with huge opportunities! Invest in the taste buds of the future and share the harvest. Join us now and create a delicious future together.

## Healthy

Taste health and enjoy delicious food: the nutritional journey of frozen meat.

# About Us

## HENG RUI DA (M) SDN. BHD.

Welcome to Heng Rui Da (M) Sdn. Bhd. your gateway to a world of beauty, innovation and convenience. Since our founding in 2013, we have been relentlessly redefining the way people experience food and hospitality. Our passion for perfection has made us a leader in the restaurant industry, where every dish is a masterpiece and every service is a reflection of care. At Hengruida, we not only provide beautiful food, but also carefully create experiences. Our mission is to tantalize your taste buds, nourish your soul and leave you with memories long after your last bite. We are extremely proud of our commitment to quality, ensuring that every bite you taste is a symphony of deliciousness and every moment spent with us is cherished.



# Company Introduction

HENG RUI DA (M) SDN. BHD was established in Malaysia on September 4, 2013. It was born out of a shared vision of excellence in beauty. HENG RUI DA (M) SDN.BHD. has grown from a humble beginning to become a dynamic force in the industry, catering to different tastes and preferences with unwavering dedication. BOUR's journey began with a deep-rooted belief that food has the power to bring people together and create joyful memories. This belief,combined with the founder's culinary talent and entrepreneurial spirit,contributed to the establishment of Hengruida. Since then, we have continued to raise the bar and embrace innovation while staying true to our core values.To demonstrate our commitment to excellence, we embarked on a multi-faceted mission that encompasses three distinct yet intertwined aspects of the culinary world.



# Company's Transportation Process

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Our company utilizes advanced freezing technology in full compliance with food safety standards to process and store food and meat products, ensuring product integrity and preventing spoilage or thawing during transit. We employ dedicated refrigerated vehicles to maintain a consistent cold chain throughout the delivery process, minimizing the risk of contamination or temperature fluctuations from external environments.

We are committed to the principles of safety, health, and convenience in all our services. Our goal is to ensure that every product is delivered in perfect condition, with precision, timeliness, and efficiency. This is not only our operational duty but also a promise we make to every customer.



# Future Growth



## Future Development Direction

As a frozen food company committed to food safety and efficient distribution, we will continue to drive steady business growth through the following strategic initiatives:

### 1. Product Line Expansion

We aim to diversify our range of frozen food products, including premium meats, ready-to-cook meals, and healthy convenient options, to meet the growing demand for variety and personalized consumption.

### 2. Cold Chain Technology Enhancement

We will continue to invest in advanced refrigeration equipment and intelligent cold chain management systems to ensure that all products remain fresh, safe, and contamination-free throughout the entire storage and delivery process.

### 3. Sales Channel Expansion

In addition to our existing wholesale and retail partnerships, we will further develop online platforms, e-commerce channels, and O2O (Online to Offline) delivery services to increase market reach and customer convenience.

### 4. Brand Building

By delivering high-quality products and attentive services, we strive to earn long-term customer trust and establish a professional, safe, and reliable brand image.

### 5. Green and Sustainable Development

We are committed to environmental responsibility by adopting eco-friendly packaging and energy-efficient transportation methods, contributing to a more sustainable future for society and the planet.



# Production Department

Heng Rui Da

## Production Department

1. Meat Strips Department

2. Meat Skewers Department

3. Dumplings Department

4. Sliced Meat Department

5. Offal Department

6. Dim Sum Department

7. Packaging Department



# Product Display



**1. Dumplings**

**2. Dim Sum**



**4. Meat Skewer**



**5. Meat Steak**



# Transportation Timeline

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Order  
Processing



Delivery

## Our Delivery Service

We adopt a direct-to-destination transportation model, with no third-party transit hubs or re-distribution processes involved. Each order is handled exclusively by our in-house cold chain logistics team, dispatched directly from our warehouse and delivered accurately to the customer. This significantly shortens delivery time, reduces the risk of delays, and effectively prevents issues such as contamination, thawing, or product damage caused by temperature fluctuations or mishandling during multiple transfers.

Understanding the critical importance of temperature control for frozen foods, we strictly adhere to food safety standards at every stage of the delivery process. Our logistics system ensures consistent low-temperature conditions and hygienic, sealed handling throughout the entire journey.

Through this dedicated delivery approach, we not only preserve the freshness and quality of every food item, but also demonstrate our strong commitment to customer health and satisfaction. Upholding the principles of speed, safety, and professionalism, we are devoted to delivering every product safely, intact, and on time—bringing peace of mind to our customers and making convenient living truly begin at the dining table.

# Customization

We not only provide standardized products but also offer customized services. Whether you have specific requirements for food types, packaging specifications, portion sizes, or wish to create exclusive frozen product solutions for your business, restaurant, or retail channels, we are happy to cooperate. Feel free to contact us, and we will tailor the most suitable solution based on your specific needs, helping you save costs, improve efficiency, and create greater value.





### **Business Activities**

Our state-of-the-art facilities ensure the highest levels of hygiene and efficiency in meat processing and preservation. We offer you a range of delicious meat products that have won accolades for their unparalleled quality.



### **Other Food Retail N.E.C.**

In addition to meat products, we also offer a range of miscellaneous food items to cater to different tastes and preferences. We strive for excellence in every product.



### **Dining Room**

In our highly regarded restaurants, you can indulge in our delicious world. Our culinary experts craft creative and delicious dishes to ensure you have an unforgettable dining experience every time.

# Case Study Sharing

They are all available for sale in major supermarkets

- SUPER SEVEN
- STAR GROCER
- NSK
- TMG
- MASLEE
- DE LUXE
- BILA BILA
- BEN MART
- Hong Yang
- HH Frozen



# As a Supplier

Chap Teo Seng (Nghoh Heong )  
 Tianfu Steamboat Restaurant  
 The Great Time Steamboat  
 Taizo Mu Tong Hot Pot  
 Kuanzhai Alley Kl  
 Chicken Claypot House  
 Shang Chuang Wei  
 Dragon - i  
 MR FISH  
 Lee's Singnature Fish  
 MR PAN MEE  
 LILI Chongqing Hot Pot & Lok Lok

Xiu Hai Fu  
 Gia Xiang Group  
 Zui Ma Tou Hot Pot  
 Zai San Bei  
 XiaoXiangZi  
 Yuanlaosi Hotpot  
 MR WU  
 YGF MALATANG  
 Xumiguo Hotpot  
 BANTIANYAO

Luo Meow Meow  
 LIU JIANG Lalapot  
 XLK Fahrenheit88  
 Dai Tao Lala Pot  
 Da Cheng Lok Lok  
 DITAN HOT POT  
 Flve Grains Noodle  
 Nong Geng Ji





Unified Social Credit Code  
91370104MACK18J64C

# BUSINESS LICENSE

(COPY) 1-1



Scan the market entity  
identity code to learn  
more about  
registration, filing,  
licensing and  
regulatory information,  
and experience more  
application services.

**NAME:** SHANDONG TAIMI SUPPLY CHAIN SDN. BHD.  
**TYPE:** LIMITED LIABILITY COMPANY  
(NATURAL PERSON INVESTMENT OR HOLDING)

**REGISTERED CAPITAL:** THREE MILLION YUAN  
**DATE OF ESTABLISHMENT:** MAY 20, 2023  
**RESIDENCE:** ROOM 2-107, BUILDING 1,  
CRYSTAL QIUCHENG, LONGHU  
EAST, HUAIYIN DISTRICT, JINAN  
**RESIDENCE:** CITY, SHANDONG PROVINCE

**LEGAL REPRESENTATIVE:** HU LI BIN

**BUSINESS SCOPE:** GENERAL ITEMS: SUPPLY CHAIN MANAGEMENT FINANCE, GRAIN SALES, SALES OF BEANS AND TUBERS, WHOLESALE OF EDIBLE AGRICULTURAL PRODUCTS, PRIMARY PROCESSING OF EDIBLE AGRICULTURAL PRODUCTS, SALES OF AGRICULTURAL AND SIDELINE PRODUCTS, PROCUREMENT OF CHINESE MEDICINAL MATERIALS, VEGETABLE PLANTING, WHOLESALE OF FRESH VEGETABLES, FRUIT PLANTING, WHOLESALE OF FRESH FRUITS, RETAIL OF FRESH FRUITS, INTERNET SALES (EXCLUDING SALES OF ITEMS REQUIRING PERMITS), WHOLESALE OF AQUATIC PRODUCTS, WHOLESALE OF FRESH MEAT, PROCUREMENT OF PRIMARY AGRICULTURAL PRODUCTS, PACKAGING SERVICES, DOMESTIC CARGO TRANSPORTATION AGENCY, ENTERPRISE MANAGEMENT CONSULTING, MARKET MARKETING CONSULTING, MARKET MARKETING PLANNING, TECHNICAL SERVICES, TECHNICAL DEVELOPMENT, TECHNICAL CONSULTING, TECHNICAL EXCHANGE, TECHNICAL TRANSFER, TECHNICAL PROMOTION, CROP SEED BUSINESS (LIMITED TO PRE-PACKAGED SEEDS WITHOUT REPACKAGING), BIG DATA SERVICES, INTELLIGENT AGRICULTURAL MANAGEMENT, SALES OF PAPER PRODUCTS, GENERAL CARGO WAREHOUSING SERVICES (EXCLUDING HAZARDOUS CHEMICALS OR OTHER PRODUCTS REQUIRING APPROVAL), SALES OF DAILY NECESSITIES, WHOLESALE OF DAILY NECESSITIES, AGENCY SALES OF SINGLE-PURPOSE COMMERCIAL PREPAID CARDS, RENTAL SERVICES (EXCLUDING LICENSED RENTAL SERVICES), CONFERENCE AND EXHIBITION SERVICES, SALES OF NON-ELECTRIC HOUSEHOLD APPLIANCES, SALES OF DAILY GROCERIES, WHOLESALE OF KITCHEN AND BATHROOM UTENSILS AND DAILY SUNDRIES, RETAIL OF KITCHEN AND BATHROOM UTENSILS AND DAILY SUNDRIES, SALES AGENCY, DOMESTIC TRADE AGENCY, PHOTOGRAPHY AND VIDEO PRODUCTION SERVICES, ADVERTISING DESIGN AND AGENCY, FOOD SALES (LIMITED TO PRE-PACKAGED FOOD), ONLINE FOOD SALES (LIMITED TO PRE-PACKAGED FOOD), GRAIN AND OIL WAREHOUSING SERVICES, GRAIN PROCUREMENT, AND SMALL MICRO-PASSENGER VEHICLE RENTAL SERVICES.  
(EXCEPT FOR PROJECTS THAT REQUIRE APPROVAL ACCORDING TO LAW, BUSINESS ACTIVITIES CAN BE CARRIED OUT INDEPENDENTLY WITH A BUSINESS LICENSE.)  
PERMITTED ITEMS: FOOD SALES, ROAD CARGO TRANSPORTATION (EXCLUDING HAZARDOUS GOODS), GRAIN PROCESSING AND FOOD PRODUCTION, AND INTERNET INFORMATION SERVICES.  
(FOR PROJECTS REQUIRING APPROVAL ACCORDING TO LAW, BUSINESS ACTIVITIES CAN ONLY BE CONDUCTED AFTER APPROVAL FROM RELEVANT AUTHORITIES. THE SPECIFIC BUSINESS ITEMS ARE SUBJECT TO THE APPROVAL DOCUMENTS OR LICENSES ISSUED BY THE RELEVANT DEPARTMENTS.)

**REGISTRATION AUTHORITY:**



2023年05月20日  
May 20, 2023

NATIONAL ENTERPRISE CREDIT INFORMATION  
PUBLICITY SYSTEM WEBSITE: <http://www.gsxt.gov.cn>

MARKET ENTITIES SHALL SUBMIT AND DISCLOSE THEIR ANNUAL REPORTS THROUGH THE NATIONAL  
ENTERPRISE CREDIT INFORMATION PUBLICITY SYSTEM FROM JANUARY 1 TO JUNE 30 EACH YEAR.

SUPERVISED BY THE STATE  
ADMINISTRATION FOR MARKET  
REGULATION.

## 山东荟米供应链有限公司

出东省济南市槐荫区龙湖东水晶郦城 1 号楼 2-107

13853368001

13853368001@163.com

16/07/2025

Director  
Expatriate Services Division,  
Headquarters of the Immigration Department Malaysia,  
No. 15, Level 3 (Podium),  
Persiaran Perdana, Precint 2,  
62550 Putrajaya, Wilayah Persekutuan.

Sir,

**PER : JUSTIFICATION FOR THE RELATIONSHIP BETWEEN SHANDONG TAIMI SUPPLY CHAIN  
CO., LTD. AND HENG RUI DA (M) SDN BHD**

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Regarding request to clarify the relationship between Shandong Taimi Supply Chain Co., Ltd and Heng Rui Da (M) Sdn. Bhd., we would li to confirm that the two companies are interrelated through common ownership and shared management.

These two entitles operate under the same group of owners are managed by a similar team of directors, which established a direct link between them.

We trust this explanation clarifies the relationship between Shandong Taimi Supply Chain Co., Ltd and Heng Rui Da (M) Sdn Bhd. We greatly appreciate your cooperation.

Thank you,

Yours faithfully,  
**SHANGDONG TAMI SUPPLY CHAIN CO., LTD**



(LI JINBO)  
GENERAL MANAGER

# Sales and Purchase Agreement

This Sales and Purchase Agreement is made and entered into by and between:

Party A (Buyer):

**HENG RUI DA (M) SDN BHD**



Party B (Seller):

**SHANDONG TAIMI SUPPLY CHAIN CO., LTD.**



In respect of the sale and purchase of food machinery, both parties have reached consensus and hereby agree to the following terms:

## 1. Terms & Conditions

- i. The model, quantity, and accessories of the subject matter agreed upon by both parties shall be based on this Agreement, which serves as proof for ordering and payment.
- ii. Any change in content or design drawing of this Agreement shall be confirmed in writing by Party A and agreed by Party B. Prices and delivery dates shall be renegotiated.
- iii. Party B shall deliver the subject matter to the domestic delivery location designated by Party A or Party A's designated agent.
- iv. Party B's technical personnel shall provide remote video guidance for installation and commissioning.
- v. If Party A needs to change the content for any reason, Party A shall notify Party B in writing or by fax at least 3 days before the delivery date, subject to Party B's consent. However, the delivery delay shall not exceed 5 days. If overdue, Party B reserves the right to adjust the price accordingly, and Party A shall not object.
- vi. Ownership of the goods remains with Party B until full payment is made by Party A. Party B reserves the right to retrieve the goods without legal proceedings if necessary, and Party A shall be fully responsible for any loss or damage caused by such retrieval.
- vii. In case of breach of contract by Party A, the deposit paid by Party A shall be deemed as liquidated damages in favor of Party B.
- viii. The machine will be delivered to Party A's designated domestic port, excluding warehousing or other miscellaneous fees.
- ix. Party B shall provide a one-year free warranty from the date of use by Party A for damage caused by natural wear and tear. Damage caused by force majeure (such as natural disasters, unstable power supply) or by human negligence, improper operation, or environmental factors exceeding national standards shall be borne by Party A, including repair fees and replacement parts.
- x. Any matters not covered in this Agreement or disputes arising from its execution shall be resolved through good faith negotiation. If negotiation fails, either party may file a lawsuit with the local People's Court at the place of signing.

**2. Total Contract Price: RMB 127,000 (excluding tax)**

**3. Signing Location: Chu Zhou Factory**

**4. Delivery Date: Within 15 working days after payment is received**

**5. Delivery Location: Domestic port designated by Party A**

**6. Payment Terms:**

- i. Within 3 days after signing the Agreement, Party A shall pay a deposit of RMB 38,000
- ii. The remaining balance of RMB 89,000 shall be paid before delivery
- iii. Payment shall be made via bank transfer or cash

**7. Additional Notes:**

- i. Notices under this Agreement shall be sent to the addresses and phone numbers listed herein.
- ii. This Agreement is made in duplicate, with each party holding one copy of equal legal effect.
- iii. The deposit shall be paid on the agreed date; the Agreement shall take effect upon payment of the deposit.

**Signatures and Stamps:**

<b>Party A (Buyer):</b>	HENG RUI DA (M) SDN BHD	<b>Party B (Seller):</b>	SHANDONG TAIMI SUPPLY CHAIN CO., LTD.)
<b>Invoice Information:</b>		<b>Invoice Information:</b>	
<b>Address:</b>	NO.09 & 11, JALAN SC3, PUSAT PERINDUSTRIAN SUNGAI CHUA, 43000 KAJANG, SELANGOR.	<b>Address:</b>	九华山西路 193 号
<b>Contact Number:</b>		<b>Contact Number:</b>	18155065189
<b>Bank Details:</b>	<ul style="list-style-type: none"> <li>Account Name: 山东苔米供应链有限公司</li> <li>Account Number: 12030601040006396</li> <li>Bank: 中国农业银行股份有限公司滁州城直支行</li> </ul>		

**Order Details:**

Product Name and Specifications	Unit	Quantity	Price (RMB)	Remarks
50kg Dough Mixer	unit	1	18,000	Extra set of round bun cutter included
Dividing and Forming Machine	unit	1	28,000	
12-pattern Roll-type Bun Making Machine	unit	1	43,000	
Tray Arranging Machine	unit	1	38,000	
Total for 4 Machines: RMB 127,000				

**Signing Date: March 8, 2025**

# Organizational Structure



## 1. An Efficient Organizational Structure

We have a clear and efficient organizational structure, with well-defined roles and close interdepartmental cooperation. This coordination allows employees to excel in their roles, driving the company's steady growth and ongoing success

## 2. Staff fulfilling their responsibilities

Each team member brings expertise in their respective field. Each team member applies their expertise and collaborates to drive innovation, improve efficiency, and achieve organizational goals.



## 3. Team Diversity

With experts in culinary arts, logistics, administration, and customer service, the team brings diverse skills to deliver well-rounded solutions and support the organization's ongoing success.

## 4. Live in harmony

The team maintains a harmonious and collaborative atmosphere, with strong communication and mutual support. This fosters innovation and provides a solid foundation for achieving goals and driving organizational success.



## 5. Professional field

Culinary artists, logistics experts, administrative staff, and customer service teams each contribute to the organization's success by ensuring quality, efficiency, smooth operations, and customer satisfaction.



## Heng Rui Da Office

Our headquarter is located in Selangor No. 9-11, Jalan SC 3, Pusat Perindustrian Sungai Chua, Kajang City 43000 It's me our business hub. We have established branches at key locations to ensure convenience to our valued customers.



No 9-11, Jalan SC 3, Pusat Perindustrian Sungai Chua, 43000 Kajang Selangor.





## Our Customers

HENG RUI DA (M) SDN. BHD. mainly provides diversified food and services for the catering industry. Heng Rui Da provide a wide range of food, not only has fast delivery service, but also affordable and fair. Our purpose: [To solve the problem of finding food for customers, intimate and fast delivery service, supply customers with the required food and materials so that customers have more time and space.] Heng Rui Da serve all the customers with integrity. If you are interested to learn more, please contact us!



# Contact Us

To inquire, book or explore our range of products, please feel free to contact:

HENG RUI DA (M) SDN.BHD.



Address

No 9-11, Jalan SC 3, Pusat Perindustrian Sungai Chua ,43000, Kajang Selangor



Phone

+60 12-998 8285  
+60387340658



Email

support@hengruida.com.my



Website

www.hengruida.com.my

